

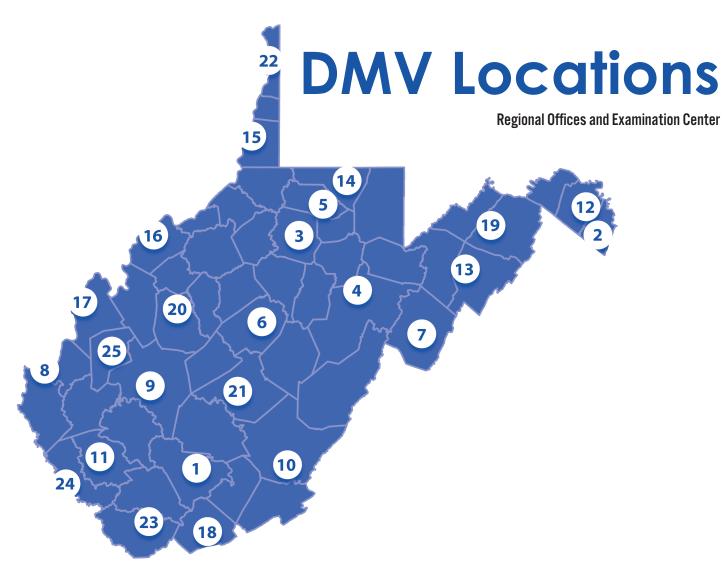
West Virginia Division of Motor Vehicles 2018

Thomas J. Smith, PE Secretary, Department of Transportation

Pat S. Reed Commissioner, Division of Motor Vehicles

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1) BECKLEY 107 Pinecrest Drive Beckley, WV 25801

2) CHARLES TOWN 24 Ruland Road Kearneysville, WV 25430

3) CLARKSBURG 153 West Main Street Clarksburg, WV 26301

4) ELKINS 1029 North Randolph Avenue Elkins, WV 26241

5) FAIRMONT EXAM CENTER 420 Marion Square, Suite 290 Fairmont, WV 26554

6) FLATWOODS 295 Skidmore Lane Sutton, WV 26601 7) FRANKLIN 100 Thorn Creek Road Suite 300 Franklin, WV 26807

8) HUNTINGTON 801 Madison Avenue Huntington, WV 25701

9) KANAWHA CITY 5707 MacCorkle Ave. SE Suite 400 Charleston, WV 25317

10) LEWISBURG 148 Maplewood Avenue Lewisburg, WV 24901

11) LOGAN 428 Main Street Logan, WV 25601

12) MARTINSBURG 38 Severna Parkway Martinsburg, WV 25403 **13) MOOREFIELD** 410 South Main Street Moorefield, WV 26836

14) MORGANTOWN 1525 Deckers Creek Blvd. Morgantown, WV 26505

15) MOUNDSVILLE 400 Teletech Drive, Suite 100 Moundsville, WV 26041

16) PARKERSBURG 601 Lubeck Avenue Parkersburg, WV 26101

17) POINT PLEASANT 1408 Kanawha Street Point Pleasant, WV 25550

18) PRINCETON 198 Davis Street Princeton, WV 24740

19) ROMNEY HC 60, Box 2570 (Route 50 & Ridge Loop Rd.) Romney, WV 26757 **20) SPENCER** 115 Church Street Spencer, WV 25276

21) SUMMERSVILLE 2 Armory Way Summersville, WV 26651

22) WEIRTON 100 Municipal Plaza Suite 100 Weirton, WV 26062

23) WELCH 92 McDowell Street Welch, WV 24801

24) WILLIAMSON 225 East 3rd Avenue Williamson, WV 25661

25) WINFIELD 116 Liberty Square Winfield, WV 25526





Pat Reed Commissioner

Linda Ellis

Deputy Commissioner

Terri Shafii Executive Assistant to the Commissioner

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Management Services Jim Jordan, Director

Technology Services Tony Stewart

Information Services Wilbur Thaxton II, Director

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Investigation & Security Services Linda Ellis, Director Vehicle Services Michael Maggard, Director

Driver Services Larry Cavender, Director

Legal Services Adam Holley, General Counsel

Public Information Specialist Natalie Holcomb

> Governor's Highway Safety Program Bob Tipton, Director

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Commissioner's Forward

Pat Reed, Commissioner, WV Division of Motor Vehicles

"Our mission is to provide essential motor vehicle and driver services, facilitate interstate travel by promoting reciprocity for West Virginia vehicles and drivers in other states, promote highway safety, and collect revenue for highway maintenance and construction programs."

2018 Highlights and Accomplishments

The Division continued to make tremendous progress in FY 2018 in improving customer service. Key programs and highlights include:

- DMV adds more kiosks (self-service terminals). DMV added new kiosks in 2018 that were placed around the state and offer many of the services that can be found through our online services portal. Driver's license renewal and vehicle registration renewal are key features of the kiosks. Locations include: Kanawha City, Martinsburg, Wheeling, Beckley, Barboursville, Clarksburg, Scott Depot, and Star City.
- DMV utilizes flat screen monitors in all the Regional Offices through the Motor Vehicle Network (MVN) to provide customers with education and information regarding DMV's vehicle and driver services. Monitors encourage customers to "Skip the Trip" or "Skip the Line" with online services and the DMV kiosks.
- As part of the ongoing business modernization plan, DMV continues to add online services to the website. The DMV website contains the online services portal, which allows citizens to perform requests for vehicle registration renewals, duplicate registration cards, duplicate Class A license plate decals or plates, and update their address of record with the DMV. Customers can also pay their driver's license reinstatement fees and purchase their driving record online. Motor carrier drivers can also now take advantage of the online services with a new online application system.
- DMV driver examiners continue to be amongst the best in the nation by achieving full national certification. The DMV strives to maintain the highest level of performance among our driver examiners through training and education. During FY 2018, the DMV implemented online training courses for driver and motorcycle examiners which has significantly reduced training expenses. As a result, 85% of our driver examiners are nationally certified.

- DMV improved upon the CDL Skills Testing process by upgrading to new electronic testing methods utilizing mCDL software developed alongside Appalachian Technical Institute in Huntington. This software assists in fraud prevention, as well as reducing the amount of time needed to issue a CDL to applicants.
- The West Virginia Governor's Highway Safety Program (GHSP) continues to focus on reducing roadway injuries and fatalities, aided by the 89.7% seat belt usage rate in 2017, high visibility enforcement campaigns, and strong media messaging. In addition to occupant protection, the GHSP also focuses on impaired driving prevention and awareness. In FY 2018, the GHSP provided \$694,386 in federal DUI funding to 169 law enforcement agencies and the State Police, resulting in 1,456 DUI arrests, 31,869 driver contacts, and 15,793 additional traffic citations.

2019 and Beyond...

The accomplishments of the Division over the last year will stimulate improvements in many of its processes. Several key projects are underway in FY 2019. Those projects include:

- Implement, by October 2019, a new Driver License/Identification card system that will be completely compliant with the "Real ID Act' of 2005, which is mandatory for 2020.
- Continue modernizing outdated mainframe-based technology.
- Continue to promote the usage of the online transactions through the DMV website.
- Implement a new, more convenient IRP solution that will allow customers to perform IRP transactions online as well as from a mobile device. This will also provide customers with real time Federal Motor Carrier Safety Administration updates made directly to their mobile devices.
- Add online renewal capability for West Virginia Automobile Dealers.
- Expand the availability of web-based business processes and increase the use of online self-service transactions by 5% each year.
- Improve the safety of the motoring public through public awareness initiatives and driver rehabilitation.
- Develop a customer-centric business system to replace outdated standalone databases to provide state-of-the-art motor vehicle services to customers in an efficient and cost-effective manner by FY 2021.
- Complete the interface with the Supreme Court's Unified Judicial Application, which will allow DMV to electronically import most convictions to the driver record by FY 2021.
- Complete the import of the ticket supplied through the Supreme Court's Unified Judicial Application, to the agency's Document Managing System by FY 2020.

Legislative Changes

Summary for Fiscal Year 2018

New Legislative Vehicle Plates:

Senate Bill 589

Requires the Division of Motor Vehicles to issue personalized antique vehicle plates.

Senate Bill 590

Requires the Division of Motor Vehicles to issue a special vehicle plate for curing childhood cancer.

House Bill 4015

Requires the Division of Motor Vehicles to reissue newly designed vehicle plates for the front and back of all State-owned or State-leased vehicles.

Voluntary Donations:

Senate Bill 326

Authorizes customers to make voluntary donations to the West Virginia Department of Veterans Assistance when applying for a driver's license or ID card.

House Bill 4347

Authorizes customers to make voluntary donations to the West Virginia State Police Forensic Lab when applying for a driver's license or ID card.

Driver's License Advisory Board (Medical Advisory Board):

House Bill 2831

Reconstitutes and reauthorizes the Driver's License Advisory Board, commonly known as the Medical Advisory Board.

Automobile Dealer Advisory Board:

House Bill 2008

Modified the types of claims and the payment priority of claims filed with the Automobile Dealer Advisory Board.

Highway Safety The West Virginia Governor's Highway Safety Program

Bob Tipton, Director

About the Program

The Governor's Highway Safety Program (GHSP) is the lead agency for West Virginia's participation in federally funded highway safety improvement measures, which are mandated by the National Highway Traffic Safety Administration (NHTSA). The program is housed under the DMV, and the DMV's Commissioner, Pat Reed, serves as Governor Justice's representative for highway safety.

To allow for maximum flexibility and accuracy in the identification and resolution of highway safety issues throughout the state, the GHSP has established eight (8) focused regional traffic safety programs. These traffic safety programs are located in the population centers of Beckley, Bluefield, Charleston, Clarksburg, Huntington, Parkersburg, Martinsburg, and Wheeling. Each region's mission is to develop and implement the plans that their regions require to lower crashes, injuries, and fatalities on the roadways of West Virginia.

These traffic safety programs also provide a targeted approach to sharing valuable messages about highway safety enhancement legislation with the public.

The GHSP evaluates its performance annually to determine what progress has been made towards meeting its goals. These goals and measures are explained in detail in the GHSP's Annual Highway Safety Performance Plan located on the DMV website. **GHSP** Totals

For Counts, Recoveries, and Arrests [Based on the Federal Fiscal Year 10/1/17 - 9/30/18]

	2018	2017
Under Age Drinking	167	604
DUI Arrests	1,531	2,684
Child Restraints	152	234
Driver's License Revoked	803	894
Driver's License Suspended	3,395	3,084
Felony Arrests	514	613
Misdemeanor Arrests	2,186	2,601
Fugitives Recovered	124	117
Weapons Recovered	66	68
Property Value Recovered	\$299,207	\$622,354
Drug Value Recovered	\$243,307	\$141,705

In 2018, the GHSP Funded:

[Based on the Federal Fiscal Year 10/1/17 - 9/30/18]

- 121 Full Sobriety Checkpoints
- 3 Phantom Checkpoints
- 12 Occupant Protection Checkpoints
- 136 Total Checkpoints in WV
- 72,689 Total Vehicles Contacted
- 118,378 Total Vehicle Occupants
- 73 DUI Arrests at Checkpoints
- 1,640 Citations Issued at Checkpoints
- 17,606 Hours of Directed and Saturation Patrols
- 13,142 Citations Issued for All DUI Work
- 2,744 Man-Hours Invested in Sobriety Checkpoints

Public Information

The GHSP's public information efforts focus on awareness, education, and the promotion of highway safety initiatives such as seat belt use, child passenger safety, motorcycle safety, pedestrian safety, bicycle safety, ATV safety, as well as the dangers of drowsy driving, impaired driving, and distracted driving.

Changing driver behavior is emphasized as the key to successful highway safety programs, and these objectives are met by combining state, regional, and local efforts. Years of declining injuries and deaths suggest that GHSP efforts are having a positive effect on driver behavior in West Virginia.

GHSP Goals

- Reduce the five (5) year rolling average of traffic fatalities by 11.6% from 303 to 268 by 12/31/2018 (2017: 303)
- Decrease unrestrained passenger vehicle occupant fatalities 9.4% from 111 to 104 by 12/31/2018 (2017: 111)
- Increase statewide (observed) seat belt use by 4.2% for all front seat occupants to 90% by 12/31/2018 (2017: 89.7%)
- Decrease total of drivers age 20 or under involved in fatal crashes 7.7% from 37 to 31 by 12/31/2018 (2017: 37)
- Reduce fatalities per number of vehicle miles travelled (VMT) by 11.2% from 1.38 to 1.29 by 12/31/2018 (2017: 1.38)
- Reduce serious injuries by 17% from 1,063 to 1,050 by 12/31/2018 (2017: 1,063)
- Decrease unhelmeted motorcyclist fatalities 12.3% from ten (10) to nine (9) by 12/31/2018 (2017: 10)
- Decrease overall motorcycle fatalities 6.7% from 26 to 24 by 12/31/2018 (2017: 26)
- Reduce pedestrian fatalities 14.2% from 26 to 23 by 12/31/2018 (2017: 26)
- Decrease impaired driving fatalities 8.8% from 72 to 66 by 12/31/2018 (2017: 72)
- Reduce bicyclist fatalities to zero by 12/31/18 (2017: 1)

The GHSP utilizes surveys, national data, programs and high visibility enforcement campaigns modeled by decades of research provided by NHSTA in order to provide effective and measurable highway safety improvements.

The GHSP also works closely with various agencies and clientele groups throughout the state, including the Commission on Drunk Driving Prevention, the Alcohol Beverage Control Administration (ABCA), the West Virginia State Police, local law enforcement agencies, Emergency Medical Services (EMS), the Prosecuting Attorney's Institute, health care professionals, and even local businesses to educate the public and promote highway safety.

GHSP Federal Funding Policy Compliance

GHSP operates on funding that is provided federally and with required matching funds provided by the state. The GHSP is responsible for the oversight of these grants and their mandated policies and requirements.

NHTSA grant funding policy states that no more than 13% of a NHTSA grant may be expended on administrative costs. Federal statute requires that local political subdivisions be allocated at least 40% of all federal highway safety funding the State receives. GHSP distributed over 78% of its FY 2018 federal funding to various local governments, exceeding the requirements.

For certain grant fund programs, NHTSA requires that the State match at least 25% of all NHSTA funding received by GHSP. West Virginia's FY 2018 allocation exceeded this requirement.

The GHSP's regional traffic safety programs receive approximately 70% of West Virginia's federal highway safety driver behavior funding that goes towards regional enforcement, local media, administrative, and public education material production costs.

The remaining funds are utilized through the GHSP central office and other state agencies to fund statewide media campaigns, training, various safety programs, and to grow electronic data collection for accurate measures and reporting.

Law Enforcement Training [Based on the Federal Fiscal Year 10/1/17 - 9/30/18]

	CLASSES	STUDENTS
Speed Enforcement & Radar/Lidar	3	21
Occupant Protection	13	371
Checkpoints	1	21
Crash Investigation	1	2
Motorcycle Safety	3	50
DUI (Drug & Alcohol)	11	365
Other	11	390
	43	1,220

Training for Everyone

	CLASSES	STUDENTS
CPS Technician Certification	3	55
CPS Technician Renewal	2	8
Special Needs Class	1	16
Kidz in Motion	4	48
	10	127

Law Enforcement **Citations and Warnings** [Based on the Federal Fiscal Year 10/1/17 - 9/30/18]

	Citations	Warnings
Child Restraint	152	65
Insurance	6,009	3,718
Other	4,953	33,441
Reckless Driving	113	150
Red Light & Stop Sign	1,895	1,841
Seat Belt	10,094	3,997
Speeding	10,766	13,186
Cell phone	5,079	2,174
Texting	580	250

GHSP Crash Information

	2018	2017
Crashes	34,633	37,077
Fatalities	303	269
Serious Injuries	1,063	1,264
Total Injuries	14,075	14,568
Alcohol Related Crashes	1,771	1,632
Alcohol Related Fatalities .08+	72	68
Alcohol Related Injuries	1,249	971
Alcohol Related Fatality %	23.7%	25.3%
Underage Alcohol Sales	22. 1%	22. 1%
Motorcycle Crashes	545	464
Motorcycle Fatalities	26	29
Motorcycle Injuries	485	437
ATV Fatalities on Public Roadways	18	17
ATV No Helmets	15	16
ATV Unknown Helmets	1	1
Speed Related Fatalities	84	60
Speed Related Fatality %	27.7%	22.3%
Pedestrian Fatalities	26	24

Sources: NHTSA, FARS, WVDOH, and GHSP.

Driver Services

Larry Cavender, Director

West Virginia's classified driver's license system specifies vehicle types that a licensee may operate. The class of licensees range from operators of 80,000 pound combination vehicles (Class A) to persons who are restricted to the operation of motorcycles only (Class F). The classified driver's license system ensures that licensees operate only those types of vehicles for which they have the proper training and safety record.

The DMV is linked to the National Problem Driver Point System (PDPS) for inter-jurisdictional tracking of driver records. The computerized system searches the driving records of licensed applicants by name and birth date.

The DMV's innovative digitized driver's license system has introduced one-stop-shopping to its customers and virtually eliminated the delays inherent in doing business with the agency via U.S. mail. New licenses, duplicates, and renewals are available in minutes at any DMV Regional Office. The computer-generated license system reduces the risk of fraudulent issuance and increases the efficiency of record keeping. The system also stores the facial images of licensees, thus providing reliable identification for subsequent transactions. Licensees have the option to store a digital fingerprint image in their license record as an extra security precaution.

The WV DMV offers two types of driver's licenses and identification cards: a Not for Federal use driver's license or ID card, or a REAL ID, For Federal Use card that contains a gold star, indicating that the card meets full federal requirements for future use at airports and other designated federal facilities and uses nationwide.

The WV DMV also offers driver's license renewal or duplicate license transactions through our online services portal and at our kiosks (self-service terminals) throughout the state to better serve the public.

Revocations & Suspensions

The DMV's responsibility does not end with the issuance of a driver's license. DMV monitors the driving activity of all licensees through a number of methods.

The main purpose of any license suspension is to protect the public from drivers who operate their vehicle in an unsafe or illegal manner, and to offer opportunities for motorists to improve their driving through participation in safety and training programs.

License & ID Card Totals in 2018						
Female Licensed Drivers	549,705					
Male Licensed Drivers	588,541					
Graduated Licenses	37,626					
Child ID Cards	5,151					
Employee ID Cards	50,054					
Total Drivers With License Restrictions	641,124					
All Non-Driver ID Cards*	206,002					

*Includes salesperson license ID cards, employee, child, barber/ cosmetologist, DHHR REDI, secondary, and adult identification cards.

License Indicators & Restrictions in 2018						
Total Diabetic Indicators	3,555					
Total Organ Donors	519,319					
Total Hearing Impaired	1,402					

Licensed Drivers by County & Class

County	Class E	Class D	CDL	Total	County	Class E	Class D	CDL	Total
Barbour	10,218	697	539	11,454	Mingo	16,388	427	658	17,473
Berkeley	76,152	1,339	2,659	80,150	Monongalia	58,183	1,631	1,141	60,955
Boone	14,030	532	572	15,134	Monroe	8,881	311	427	9,619
Braxton	8,548	669	548	9,765	Morgan	15,473	337	765	16,575
Brooke	14,747	185	539	15,471	Nicholas	16,890	864	1,015	18,769
Cabell	56,842	1,484	1,315	59,641	Ohio	31,094	401	930	32,425
Calhoun	4,276	403	228	4,907	Pendleton	5,173	176	340	5,689
Clay	5,454	429	333	6,324	Pleasants	4,764	216	265	5,245
Doddridge	3,069	275	215	3,559	Pocahontas	5,302	342	430	6,074
Fayette	28,647	1,385	1,385	31,417	Preston	20,967	1,152	1,219	23,338
Gilmer	3,608	330	217	4,155	Putnam	38,298	1,533	1,263	41,094
Grant	7,679	293	551	8,523	Raleigh	47,385	1,788	1,702	50,875
Greenbrier	24,440	1,209	1,071	26,720	Randolph	18,620	1,107	992	20,719
Hampshire	15,679	317	850	16,846	Ritchie	6,572	395	414	7,381
Hancock	22,821	194	710	23,7325	Roane	10,527	711	612	11,850
Hardy	9,425	255	606	10,286	Summers	6,315	234	292	6,841
Harrison	46,927	3,170	1,793	51,890	Taylor	15,236	882	671	16,789
Jackson	19,247	784	835	20,866	Tucker	4,657	259	243	5,159
Jefferson	41,530	564	1,052	43,146	Tyler	5,150	186	221	5,557
Kanawha	121,293	5,010	3,400	129,703	Upshur	14,940	1,111	971	17,022
Lewis	11,676	1,005	904	13,585	Wayne	25,640	570	915	27,125
Lincoln	12,592	711	696	13,999	Webster	5,494	355	337	6,186
Logan	21,512	973	913	23,398	Wetzel	12,140	523	502	13,165
Marion	32,743	1,951	924	35,618	Wirt	3,036	172	163	3,371
Marshall	18,715	282	663	19,660	Wood	59,007	1,601	2,011	62,619
Mason	17,482	467	675	18,624	Wyoming	13,597	434	599	14,630
McDowell	11,777	353	570	12,700		Е	D	CDL	Total
Mercer	39,578	1,007	1,556	42,141	STATE TOTALS				
Mineral	19,796	494	803	21,093		1,190,232	44,485	46,220	1,280,937

Commercial Driver's License

A Commercial Driver's License, or CDL, is a license issued to an individual which authorizes the individual to drive a class of commercial motor vehicle in accordance with the requirements of WV State Code §17E-1-3. There are three types of CDL's issued: Classes A, B, and C, which would be dependent upon the type of vehicle driven, the GVWR or GCWR, and if transporting sixteen or more passengers, including the driver.

County	Class A	Class B	Class C	Total	County	Class A	Class B	Class C	Total
Barbour	391	146	2	539	Mingo	489	162	7	658
Berkeley	1,863	773	23	2,659	Monongalia	816	317	8	1,141
Boone	431	137	4	572	Monroe	321	106	0	427
Braxton	424	123	1	548	Morgan	568	196	1	765
Brooke	421	117	1	539	Nicholas	770	236	9	1,015
Cabell	976	327	12	1,315	Ohio	624	298	8	930
Calhoun	177	51	0	228	Pendleton	260	81	0	341
Clay	219	112	2	333	Pleasants	177	88	0	265
Doddridge	153	60	2	215	Pocahontas	335	95	0	430
Fayette	959	413	13	1,385	Preston	891	323	5	1,219
Gilmer	171	45	1	217	Putnam	954	301	8	1,263
Grant	444	96	11	551	Raleigh	1,199	486	17	1,702
Greenbrier	780	288	3	1,071	Randolph	750	241	1	992
Hampshire	617	227	6	850	Ritchie	294	118	2	414
Hancock	553	156	1	710	Roane	452	157	3	612
Hardy	510	92	4	606	Summers	219	71	2	292
Harrison	1,306	459	28	1,793	Taylor	499	170	2	671
Jackson	625	204	6	835	Tucker	192	51	0	243
Jefferson	550	489	13	1,052	Tyler	160	61	0	221
Kanawha	2,505	874	21	3,400	Upshur	756	214	1	971
Lewis	647	250	7	904	Wayne	694	215	6	915
Lincoln	527	165	4	696	Webster	268	69	0	337
Logan	675	237	1	913	Wetzel	371	131	0	502
Marion	619	296	9	924	Wirt	115	48	0	163
Marshall	461	199	3	663	Wood	1,423	569	19	2,011
Mason	515	157	3	675	Wyoming	405	160	34	599
McDowell	375	189	6	570		Α	В	С	Total
Mercer	1,105	432	19	1,556	STATE TOTALS				
Mineral	572	219	12	803		33,573	12,297	351	46,221

Valid CDL License Types By County

CDL Restrictions

The DMV is authorized to impose license restrictions to assure the safe operation of motor vehicles. DMV may issue you a restricted license or may indicate restrictions on the form Application for Commercial Driver's License (CDL) and/or Endorsements (DMV-CDL-1). Operating a motor vehicle in violation of restrictions is a serious offense and could result in the suspension or revocation of your driving privileges.

Driver Examination Totals

Commercial Driver's	PASS	FAIL
General Knowledge	2,490	2,242
Air Brakes	2,399	1,133
Combination Trailers	1,833	714
Doubles & Triples	305	117
Tanker Trailers	1,211	235
Hazardous Materials	1,287	422
Passenger Endorsement	605	397
Pre-Trip Inspections	2,437	280
Basic Control Skills	2,379	237
Skills Testing	2,353	192
School Bus	482	59
CDL Totals	17,781	6,028

Driver Licenses Restrictions

	2018
Artificial Limbs	3
Automatic Transmission	7
CDL Interstate Only	1,142
Class B or C Bus Only	9,476
Class C Bus Only	448
Corrective Lenses	19,110
Corrective Lenses & Outside Mirrors	8
Daylight Driving Only	3
Hearing Aids Required	430
Medical Variance	62
No Full Air Brakes (CDL Only)	18
No Manual Transmission	1,788
No Tractor Trailer (CDL Only)	1,286
Other Restrictions	20
Outside Mirrors	24
Trike With F Endorsement, F Class	21
Vehicle Without Air Brakes	575

CDL Transfers In and Out of State in FY 2018

State	IN	OUT	State	IN	OUT	State	IN	OUT
Alabama	6	7	Kansas	3	3	North Carolina	44	40
Alaska	0	0	Kentucky	30	39	North Dakota	1	5
Arizona	3	5	Louisiana	3	5	Ohio	104	82
Arkansas	1	0	Maine	0	1	Oklahoma	5	4
California	1	13	Maryland	50	100	Oregon	1	1
Colorado	6	14	Massachusetts	3	2	Pennsylvania	60	69
Connecticut	1	1	Michigan	8	6	Rhode Island	0	0
Delaware	2	4	Minnesota	1	1	South Carolina	26	21
District of Columbia	0	1	Mississippi	3	1	South Dakota	3	1
Florida	54	51	Missouri	11	36	Tennessee	27	15
			Montana	1	3	Texas	27	18
Georgia	22	20	Nebraska	3	3	Utah	5	0
Hawaii	0	0	Nevada	3	5	Vermont	1	1
Idaho	2	1	New Hampshire	2	0	Virginia	72	119
Illinois	3	6	New Jersey	4	16	Washington	3	4
Indiana	7	7	New Mexico	1	0	Wisconsin	4	2
lowa	7	28	New York	8	12	Wyoming	1	2

637

34,421

MEDCERT 10-Day	Warning Letter	s Issued in FY 201
•••••••••••••••••••••••••••••••••••••••	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •

MEDCERT Medical Downgrades in FY 2018

26,803 3.400

CDL Assessment Unit

The CDL Assessment Unit is responsible for monitoring the records of our state's current pool of Commercial Driver's License (CDL) holders. The unit handles all information received from courts and the Public Service Commission for a CDL/CMV driver.

8

Federal Motor Carrier Safety Administration (FMCSA) regulations require court convictions to be placed on CDL holders/CMV's within 10 days of court adjudication. The FMCSA performs a yearly review of the state's CDL procedures to ensure compliance to their mandated regulations. Any inadequacies can result in a Finding against the state. Findings result in the state responding with a plan to correct or improve the inadequacy within a named time period. Therefore, accuracy and swiftness are of the utmost importance to the unit.

The unit updates our WV CDL records for all convictions received from in-state courts, updates out-ofstate CDL holders electronically through the Commercial Driver's License Information System (CDLIS) to the home jurisdictions's record and receives CDLIS electronic transmissions from other jurisdictions on our WV CDL holders. The unit processes all court notices for Failure to Appear, Pay, or Comply for CDL holders both in-state and out-of-state, fraud suspensions, Coal Resource Transportation System violations, and several other types of suspensions, revocations and disqualifications. They place the CDL convictions on the record and follow up with suspensions and disqualifications sanctioned by state code, legislative rule and federal regulations.

CDL Convictions

	2018	2017
Out-of-State CDL Convictions Sent Through CDLIS	1,378	1,137
WV CDL Convictions Received Through CDLIS	1,454	1,173
WV CDL Convictions Entered	6,678	4,165
FMCSA CDL Serious & Major Offenses	20	18
	CMV	Private Passenger
DUI / Controlled Substances	89	270
Driving While Suspended/Revoked	5	91
Hit and Run/Leaving the Scene	2	15
Excessive Speeding	37	429
Speeding in School Zone/Passing Stopped School Bus	0	3
Reckless Driving	3	39
Improper/Erratic Lane Change	36	32
Following Too Closely	16	41
Using Handheld Mobile Phone While Driving	32	173
Texting While Driving	0	5
Driving W/Out Obtaining a CDL or Having Proper Endorsements	4	4

CDL Licensees: Failure to Appear, Pay or Comply

	2018	2017
WV CDL In-State Courts	1,227	1,034
WV CDL Out-of-State Courts	176	205
Out-of-State CDL WV Court (CDLIS)	86	194

CDL Suspensions/Revocations/ Disqualifications

	2018	2017
DUI / Controlled Substance	297	345
Driving While Suspended or Revoked	89	39
Leaving the Scene	20	11
Felony Involving CMV	0	1
Second Serious CMV	5	5
Coal Resource Transportation	4	1
Fraud	0	1
Railroad	0	1
Driving CMV W/Out a CDL	5	3
Points	32	10

State	2018	State	2018	State	2018
Alabama	4	Kansas	3	North Carolina	29
Alaska	1	Kentucky	31	North Dakota	5
Arizona	3	Louisiana	2	Ohio	534
Arkansas	5	Maine	0	Oklahoma	3
California	16	Maryland	131	Oregon	0
Colorado	0	Massachusetts	3	Pennsylvania	249
Connecticut	5	Michigan	5	Rhode Island	0
Delaware	2	Minnesota	1	South Carolina	20
District of Columbia	0	Mississippi	0	South Dakota	1
••••••		Missouri	3	Tennessee	27
Florida	4	Montana	1	Texas	9
Georgia	13	Nebraska	1	Utah	1
Hawaii	0	Nevada	1	Vermont	0
Idaho	0	New Hampshire	0	Virginia	282
Illinois	15	New Jersey	1	Washington	3
Indiana	24	New Mexico	2	Wisconsin	1
lowa	6	New York	3	Wyoming	4
					1,454

Violations by WV CDL Drivers Reported in Other Jurisdictions

Notable Violations by WV CDL Driver Reported by In-State Courts

	2018
Failure to Obey Traffic Signal / Control	238
Failure to Obey Stop Sign	87
Failure to Obey Traffic Light	60
Expired / Improper Registration	208
Expired / No Motor Vehicle Inspection Sticker	268
Violating Size, Weight, or Passenger / Cargo Limit	108
Operating Vehicle Without Insurance	125
Admin Per Se .08 CMV/CDL	70
Admin Per Se .10 CMV/CDL	88
Texting While Driving	5
Using a Hand-Held Mobile Phone While Driving	173
No / Improper Seat Belt	813
Speeding 1-10 MPH Over Speed Limit	794
Speeding 11-14 MPH Over Speed Limit	189
Speeding 15-19 MPH Over Speed Limit	341
Speeding 20 or More MPH Over Speed Limit	88
Speeding / No Speed Detail - Conv Only	200
Operating Without Equipment Required By Law	252
Equipment Used Improperly or Obstructed	131
Other Violations	2,440
	6,678

DUI Programs

The DUI Program Unit administers court conviction revocations and administrative revocations for driving under the influence of alcohol or drugs. The unit also handles restoration of driving privileges which entails working in conjunction with the Bureau of Behavioral Health to assure the offender has completed the Safety and Treatment Program for DUI offenders.

The Safety and Treatment program allows private behavioral health providers and state-funded facilities to offer educational and rehabilitative services. This collaboration maximizes the availability of the program to DUI offenders and helps offenders to acknowledge the effects of alcohol on their lives while providing the means to resolve their alcohol-related problems.

DMV's Ignition Interlock Program makes it possible to restrict, rather than revoke, the driving privileges of DUI offenders. A breath alcohol content monitor is wired into the ignition of a participant's vehicle. Vehicles so equipped will not start unless an acceptable breath sample is submitted. DUI offenders are ineliaible for Ignition Interlock during any appeal of their license revocations, or if they have a previous conviction for driving while revoked or suspended within the last six (6) months, or if they have been convicted of DUI involving a controlled substance. Participants may be required to first serve a license revocation and must enroll in an approved DUI Safety and Treatment program. Ignition Interlock enables participants to avoid the disruption of their lives that a DUI would cause.

Our statistics show that the rate of DUI recidivism is much lower among Ignition Interlock participants than among the general population. Thus, the Ignition Interlock Program benefits both society and the problem driver.

Driver Improvement

The Driver Improvement Unit administers laws and regulations to ensure that all licensees drive responsibly, including placement of 69,402 of our WV licensees in 2018. This governing often requires the restriction, suspension, revocation, or disqualification of the licensee's privilege to drive. Restoration of driving privilege may be met when the driver takes the necessary corrective measures required by state code and legislative rule.

The Driver Improvement Section handles multiple types of offense related files including: Nonpayment of court ordered child support, fraudulent license suspensions, passing a stopped school bus, failure to pay for gasoline, driving on a suspended license, excessive points accumulation, student attendance for under age persons, unpaid citations through an in-state court, GDL suspensions and others.

Driving Under the Influence

	2018	2017
DUI Revocations	8,135	8,662
Under 21 - Any Measurable Alcohol	69	85
Concurrent Revocation (2 Issues)	747	984
Magistrates Total Convictions	4,967	5,710
Circuit Court Total Convictions	75	74
Municipal Court Total Convictions	480	573

Ignition Interlock Program

	2018	2017
Applications Approved	2,893	4.828
Applications Denied	1,458	4,020
Installations	2,692	3,004
Enrollees Completing & Removed	2,428	2,509
Persons Disqualified	832	780

Non-Resident Violator Compact

West Virginia cooperates with other states in tracking unpaid and unresolved traffic citations. Member states reciprocally suspend the driver's licenses of their residents who fail to satisfy a traffic citation issued in another state. Restoration of driving privileges may be met when the driver provides proof of resolution of the outstanding traffic citation.

License Compact

The Driver's License Compact is an agreement among 46 states to report court convictions of non-resident traffic offenders to their home jurisdictions. Forty-four states allow non-resident motorists to accept a traffic citation for certain violations and proceed on their way without delay with the obligation of resolving the court issue later. Upon receipt of the court conviction from any member state, the appropriate information is applied to the West Virginia driver's record.

Second Chance Program

The Citations Unit handles the Second Chance Program that became effective June 12, 2016 underSenateBill634. This program is administered by the Division of Justice and Community Services (DJCS) and allows the driver to obtain a stay of a driver's license suspension from the Commissioner of the Division of Motor Vehicles, if the unpaid tickets are older than twelve months old and the driver is making monthly payments for unpaid court costs to the DJCS.

Second Chance Program

	2018	2017
Total Applications Received	2,056	2,815
Total Applications Processed	1,134	1,574
Applicants Eligible	81	117
Licensed Participants	61	86

Offenses Requiring Revocations

	2018	2017
Reckless Driving (3rd Offense in 24 Mo.)	1	0
Driving While Revoked or Suspended	5,098	5,022
Speed Racing (On Public Highway/St.)	13	18
Hit & Run (Personal Injury)	1	7
Manslaughter (Negligent Homicide)	6	6
Leaving the Scene of an Accident	23	16

Student Attendance Program

	2018	2017
License Suspensions	574	750
License Reinstatements	644	520

Point System

	2018	2017
Suspensions	879	782
Reinstatements	802	717

Revocation/Suspension Totals

Other Breakdown	2018	2017
Fraudulent Suspensions	34	19
GDL (2 or More Tickets)	99	132
Unpaid Child Support	7	4

Resident Violators

	2018	2017
Suspensions	62,595	58,308
Reinstatements/Cleared	37,445	34,287

Non-Resident Violators

	2018	2017
Non-Compliance Reports for Other States/License Suspended for Failure to Comply	3,168	4,254
Files Closed Upon Receipt of Compliance with No Reinstatement Fees Needed	1,066	1,229
Files Closed Upon Receipt of Compliance and Reinstatement Fees Paid	2,096	2,193
Notices Mailed to Other States	12,943	10,718

Medical Review Unit

The Medical Review Unit maintains files on all drivers who have been reported as having medical or visual conditions that could impact their driving. Cases are reviewed on an individual basis to determine the appropriate course of action. Periodic medical visual examinations and/ or driver re-examination may be required of atrisk drivers and commercial drivers with intrastate waivers that do not meet the federal standards due to diabetes, vision, or limb impairments.

The unit also consults with the Driver's License Advisory Board for recommendations as necessary. The Driver's License Advisory Board consists of five (5) physicians who are appointed by the Governor. These physicians advise the Commissioner of Motor Vehicles on vision standards and medical criteria that are relevant to driver licensing.

Medical Unit Statistics

	2018	2017
Medical Suspensions	361	217
Re-Exam Suspensions	143	112
New Medical Files	458	331
Vision Report Reviews	2,929	2,906

Reported Traffic Convictions*

	2018
Failure to Obey Traffic Signal/Cntrl Device	664
Failure to Yield to an Emergency Vehicle	163
Failure to Keep Vehicle Under Control	885
Failure to Observe Safety/Const. Zone	321
Following Too Closely	224
Hazardous Driving	80
Leaving Scene of Accident	270
No/Improper Seat Belt	8,071
Passing a School Bus	52
Reckless/Hazardous Driving	632
Speeding	15,396
Speeding in a School Zone	196
Texting While Driving	196
Using a Hand-Held Mobile Phone/Device	4,483

*Includes only higher volume / safety impacted convictions

Violations by WV Drivers Reported in Other Jurisdictions

State	2018	2017	State	2018	2017	State	2018	2017
Alabama	52	52	Kansas	39	52	North Carolina	46	53
Alaska	1	0	Kentucky	740	773	North Dakota	25	53
Arizona	26	22	Louisiana	26	27	Ohio	8,181	7,820
Arkansas	35	27	Maine	0	2	Oklahoma	26	43
California	17	14	Maryland	2,473	1,874	Oregon	38	36
Colorado	25	26	Massachusetts	3	4	Pennsylvania	1,897	1,672
Connecticut	26	37	Michigan	48	68	Rhode Island	0	0
Delaware	90	88	Minnesota	34	27	South Carolina	525	703
District of Columbia	0	0	Mississippi	13	7	South Dakota	15	17
			Missouri	39	61	Tennessee	349	313
Florida	228	250	Montana	15	10	Texas	145	150
Georgia	191	193	Nebraska	13	26	Utah	19	18
Hawaii	29	50	Nevada	9	12	Vermont	0	0
Idaho	15	14	New Hampshire	0	0	Virginia	10,745	10,941
Illinois	87	70	New Jersey	166	179	Washington	42	41
Indiana	113	141	New Mexico	39	36	Wisconsin	31	39
lowa	37	45	New York	211	270	Wyoming	35	47

Court Reports

	2018	2017
Court Report Suspension Notices	3,468	3,937
Court Report Driver Suspensions	2,796	2,948
Court Report Vehicle Suspensions	618	552
Court Report State Police Secure Orders	172	210

Crash Reports

	2018	2017
Crash Report Suspension Notices	906	995
Crash Report Driver Suspensions	558	644
Crash Report Vehicle Suspensions	103	148
Crash Report State Police Secure Orders	46	50

Fraudulent Insurance

	2018	2017
Fraudulent Suspension Notices	266	165
Fraudulent Driver Suspensions	200	142
Fraudulent Vehicle Suspensions	220	123
Fraudulent State Police Secure Orders	102	90

Court Ordered Judgement

	2018	2017
Judgement Suspension Notices	196	216
Judgement Driver Suspensions	145	187
Judgement Vehicle Suspensions	0	0
Judgement State Police Secure Orders	0	0

Online Insurance Verification

	2018	2017
Vendor Issued Online Insurance Verification Letters	44,554	58,146
Online Insurance Verification Letters	21,360	26,344
Online Insurance Driver Suspensions	9,827	9,601
Online Insurance Vehicle Suspensions	1,959	1,284
Online Insurance State Police Secure Orders	1,310	1,028

Compulsory Insurance

DMV monitors motorist compliance with West Virginia's compulsory automobile insurance law in several ways. The Compulsory Insurance unit takes administrative action through citations for "no insurance", review of crash reports submitted by law enforcement, courtordered judgments awarding monies due to an uninsured crash, random ongoing verification of registrants' insurance information, and insurance fraud.

The unit also processes all requests for driving records. Each request is reviewed to ensure proper disclosure of records, correct fees, and proper identification of the requestor. The request may be either by the licensee, an employer or an attorney.

Additionally, this unit handles all requests for certification of driving records and corresponding suspension and revocation files. These types of requests are from law enforcement, all branches of the judicial system, county prosecutors, etc. The majority of these requests are received through the West Virginia portal of Law Enforcements' weapons system, and must be handled expeditiously for proper prosecution or dismissal through the court.

Other Totals

	2018	2017
Driving Records Processed by DMV	31,786	48,295
Driving Record Certifications	19,520	19,595
Insurance Waiver Program Participants	248	318

Technology Services

Tony Stewart

DMV Technology Services is responsible for creating, modifying, and modernizing all DMV related systems to meet industry standards while maintaining appropriate access for overall data security. Additionally, Technology Services works with the Office of Technology to improve efficiency in current systems and processes, as well as researching, selecting, and implementing new systems for the DMV to use for its ever-changing customer service demands.

The DMV continues to enhance its online services through innovative technology, providing a way for customers to either "Skip the Line" and utilize a WV DMV Now kiosk, or "Skip the Trip" altogether and use the online services portal through the DMV web site. Kiosk services include driver's license and vehicle registration renewals, as well as printing driver records. The online services portal will allow customers to renew their driver's license and vehicle registrations, as well as print driver records. In addition, customers may: request duplicates (cards, decals, plates, driver's license), check their driver's license status, pay reinstatement fees, conduct motor carrier business, and more.

Kiosk Locations

Little General 3498 US Rt 60 East **Barboursville**, WV 25504

Kroger 6360 US Rt 60 East **Barboursville**, WV 25504

Kroger 133 Beckley Crossing **Beckley**, WV 25801

Sheetz 1408 North Eisenhower Dr. **Beckley**, WV 25801

WVDMV Regional Office 5707 MacCorkle Ave., SE, Ste. 200 **Charleston**, WV 25317

Sheetz 101 Stoneybrook Rd. **Clarksburg**, WV 26301 Kroger 198 Emily Dr. **Clarksburg**, WV 26301

WVDMV Regional Office 38 Severna Parkway Martinsburg, WV 25317

Kroger 302 Great Teays Blvd. Scott Depot, WV 25560

Sheetz 3522 Monongahelia Blvd. **Star City**, WV 26505

Sheetz 887 National Rd. **Wheeling**, WV 26003

Online Services Data

Driver's License Duplicate2,775Driver's License Renewal21,958Driver's License Status Inquiries190,323Driver Records9,772Driver Reinstatements24,388Duplicate Cab Card125Duplicate Plates1,614Duplicate Registration Cards7,534IRP Fuel Decals318IRP Invoices977IRP Invoices977IRP Aotor Carrier Renewal189IRP Payments537Personalized Plates1,107	Change of Address	1,319
Driver's License Status Inquiries190,323Driver Records9,772Driver Reinstatements24,388Duplicate Cab Card125Duplicate Decals1,614Duplicate Plates1,145Duplicate Registration Cards7,534IRP Fuel Decals318IRP IFTA515IRP Invoices977IRP Motor Carrier Renewal189IRP Payments537	Driver's License Duplicate	2,775
Driver Records9,772Driver Reinstatements24,388Duplicate Cab Card125Duplicate Decals1,614Duplicate Plates1,145Duplicate Registration Cards7,534IRP Fuel Decals318IRP IFTA515IRP Invoices977IRP Motor Carrier Renewal189IRP Payments537	Driver's License Renewal	21,958
Driver Reinstatements24,388Duplicate Cab Card125Duplicate Decals1,614Duplicate Plates1,145Duplicate Registration Cards7,534IRP Fuel Decals318IRP IFTA515IRP Invoices977IRP Motor Carrier Renewal189IRP Payments537	Driver's License Status Inquiries	190,323
Duplicate Cab Card125Duplicate Decals1,614Duplicate Plates1,145Duplicate Registration Cards7,534IRP Fuel Decals318IRP IFTA515IRP Invoices977IRP Motor Carrier Renewal189IRP Payments537	Driver Records	9,772
Duplicate Decals1,614Duplicate Plates1,145Duplicate Registration Cards7,534IRP Fuel Decals318IRP IFTA515IRP Invoices977IRP Motor Carrier Renewal189IRP Payments537	Driver Reinstatements	24,388
Duplicate Plates1,145Duplicate Registration Cards7,534IRP Fuel Decals318IRP IFTA515IRP Invoices977IRP Motor Carrier Renewal189IRP Payments537	Duplicate Cab Card	125
Duplicate Registration Cards7,534IRP Fuel Decals318IRP IFTA515IRP Invoices977IRP Motor Carrier Renewal189IRP Payments537	Duplicate Decals	1,614
IRP Fuel Decals318IRP IFTA515IRP Invoices977IRP Motor Carrier Renewal189IRP Payments537	Duplicate Plates	1,145
IRP IFTA515IRP Invoices977IRP Motor Carrier Renewal189IRP Payments537	Duplicate Registration Cards	7,534
IRP Invoices977IRP Motor Carrier Renewal189IRP Payments537	IRP Fuel Decals	318
IRP Motor Carrier Renewal 189 IRP Payments 537	IRP IFTA	515
IRP Payments 537	IRP Invoices	977
	IRP Motor Carrier Renewal	189
Personalized Plates 1,107	IRP Payments	537
	Personalized Plates	1,107
State Bar ID's 235	State Bar ID's	235
Vehicle Renewals 123,097	Vehicle Renewals	123,097

DMV Now Kiosk Data

Driver's License Duplicate	0
Driver's License Renewal	5,260
Driver Records	323
Vehicle Renewals	11,800

Information Services

Wilbur L. Thaxton II, Director

The Information Technology Services section houses the Data Processing & Records Retention units which serve to record, maintain and preserve all information/data related documentation for the Division of Motor Vehicles.

Data Processing & Retention Units

The Data Processing & Retention Unit is responsible for the entry of all title documentation and vehicle registration renewal data collection and recording associated with DMV transactions throughout the state of West Virginia. Our Processing & Retention Unit verifies, scans, updates, maintains and distributes vehicle title and registration information as well as collecting and maintaining all DMV records associated with the various sections within the DMV. This unit responds to information requests from legally authorized sources and is responsible for the optical imaging and document management of all DMV files.

Data Entry Processir	ng
Titles	411,587
Dealer Online Transactions	130,563
Manual Registration Entry	211,798
Automated Registration (OPSCAN)	518,148
	1,272,096

Records Retention and Processing [Scanning, Indexing, and Verifying]			
Handicap Documents	18,482		
Plate Applications	13,961		
Personnel	3,983		
Driver Applications	237,067		
Driver Suspensions	258,059		
Temporary Tags	97,512		
Title Documents	765,846		
	1,394,910		

Investigation, Security & Support Services

Linda Ellis, Director

Investigation, Security, and Support Services (IS&S) is responsible for conducting internal and external investigations including:

- ·Internal employee fraud · Odometer fraud
- External customer fraud Vehicle tax fraud
- Title fraud Identity theft
- · License fraud · Stolen vehicles

Additionally, this section is responsible for all fingerprint based and name based background checks of all qualifying DMV employees as well as the third party CDL examiners in compliance with the REAL ID Act.

Investigations, Security, and Support Services provides all training and certifications, required by AAMVA, for all driver's license, motorcycle license, and commercial driver examiners as well as all third party CDL examiners.

While utilizing West Virginia's Mobile Commercial Driver's License (mCDL) program, this unit received federal grant funding for continued research and development of the program's software. This software permits third party CDL examiners to test multiple state residents in a professional and wireless manner.

The section is responsible for the managing and coordination of the DMV's fleet vehicles, serving as the central point of contact between the Fleet Management Office, Agency Drivers, and other personnel. This includes maintaining and verifying eligibility records of all assigned drivers, and assuring that all drivers are aware of the proper use of State vehicles as well as Policies and Procedures.

This section also provides program oversight and monitors the administration of CDL skills tests given by third party examiners and conducts low vision Bi-Optic testing for the DMV, as well as reviewing and comparing all photos processed daily through facial recognition for fraudulent activity.

IS&S Statistics

	2018	2017
External Investigations Completed	110	
Law Enforcement Assist. Photos	1,321	1,603*
Law Enforcement Assist. Vehicles	376	
Internal Investigations Completed	1	9
CDL Tests (Normal Observation)	2,430	2,861
CDL Tests (Covert Observation)	251	299
Employees Train - CDE & CME Training Classes	65	34
Employees Trained CDL (Recertification)	32	38
Contract Third Party Examiners Trained Recertification	N/A	28
Employees Trained CDE (Certification)	19	8
Low Vision Skills Tests	6	9
Fingerprint & Background Checks	179	137
Facial Recognition Cases Reviewed	120,541	96,969
Facial Recognition Investigations	9	14

*The combined total of the three categories. The separate counts were not available for FY 2017.

Legal Services

Adam Holley, General Counsel

The Legal Services Section ensures the ethical interpretation and enforcement of all laws within the agency's purview, provides legal advice on all issues before the DMV and its boards, and directs representation of the agency before administrative and civil tribunals.

Additionally, this section reviews, prepares, and advises the Commissioner regarding legal documents, statutes, regulations, policies, and procedures. It also responds to all DMV litigation, FOIA requests, Driver Privacy Protection Act requests, writes contracts for the Division and represents the Division at Legislative hearings.

Litigation Statistics

	2018	2017
Administrative Driver's License Hearings (OAH)	2,028	2,169
Bankruptcy	9	13
General Litigation	3	3

WV Circuit Court Cases	2018	2017
Received	55	94
Won	40	35
Lost	10	5
WV Supreme Court Cases	2018	2017
WV Supreme Court Cases Received	2018 4	2017

Management Services

Jim Jordan, Director

Management Services performs various administrative and fiscal tasks including revenue control, bad check collection, purchasing, auditing, accounting, and title entry.

Receiving & Processing

The Receiving & Processing Unit processes title work and vehicle renewals received via U.S. mail. In FY 2018 the efficient operation of this unit enabled the DMV to deposit \$48,640,713 in privilege tax remittances from vehicle owners within hours of receipt, while tracking the status of "in process" title work. This unit also processed checks from customers, totaling \$66,785,280 in FY 2018.

Additionally, this unit sends certified mail for the DMV and saved the DMV thousands of dollars by processing most of this certified mail electronically. The recipients' signatures are then verified online to ensure proper delivery.

Accounting

The Accounting Unit is responsible for depositing and recording all accounting transactions. In FY 2018 \$405,651,873 was collected in revenue. This includes the \$227,417,987 collected in sales taxes (formerly privilege taxes), which the state uses to match federal highway construction grants. Additionally, \$149,666 in checks that were received were returned to the DMV for insufficient funds. Of this total, \$90,897 was recovered.

Credit cards are accepted at most DMV offices, as well as online, at the kiosks, and the Fairmont Testing Center. During FY 2018, 459,530 credit card transactions were processed, totaling approximately \$42,240,274. A total of \$803,841 was paid by the DMV in user fees.

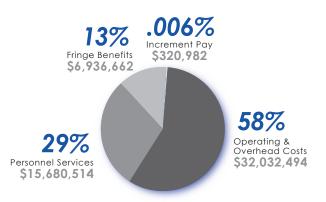
Receiving & Processing Transactions

	2018	2017
Vehicle Titles & Applications Processed	228,595	237,377
Total Checks Processed	199,312	196,660
Total Pieces of Outgoing Certified Mail	121,415	132,593
Total Pieces of Electronic Certified Mail	121,395	132,487

Accounting Transactions

	2018	2017
Total Checks Returned for Insufficient Funds	690	591
Returned Checks Recovered	397	406
Total Credit Card Transactions Processed	459,530	400,863

Agency Expenditures



Purchasing & Accounts Payable

The Purchasing and Accounts Payable Unit oversees all DMV purchases, expenditures, facility maintenance, security systems, repairs to equipment (telephones, shredders, copy machines, etc.), employee travel and training costs, building and equipment leases, postage accounts, fixed assets and surplus property distribution.

In FY 2018 this unit processed 4,012 live check and EFT payment transactions totaling \$29,471,855 and 7,024 credit card transactions totaling \$2,457,621.

Warehouse & Inventory Supply

The Division's Warehouse and Inventory Supply Unit is responsible for ordering and maintaining all DMV license plates, decals, titles and registration documents, forms, envelopes, brochures, manuals, and janitorial supplies. The Warehouse also ensures adequate stock and distribution of these supplies to DMV offices, County Sheriff's Offices, and Authorized Service Provider participating dealerships statewide.

Revenue Trend in U.S. Dollars

FY 2008 - FY 2018	FY	20	08	- FY	2 0 1	8
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2018	\$405,651,873
2017	\$335,357,016
2016	\$323,996,952
2015	\$324,568,507
2014	\$312,635,977
2013	\$285,630,817
2012	\$297,811,535
2011	\$284,115,429
2010	\$254,019,887
2009	\$260,318,868
2008	\$276,438,497

Agency Revenue by Source

Road Fund	2018 Total	2017 Total
Other Road Fund Revenue (600)	\$148,545,830	\$104,354,021
Sales Tax	\$227,417,987	\$204,110,912
Litter Control Fees	\$1,480,363	\$1,876,083
Miscellaneous Fees (611)	\$1,746,248	\$1,868,405
Special Revenue		
Motor Vehicle Fees Fund (8223)	\$5,744,515	\$5,328,551
Boat License (DNR)	\$164,629	\$721,892
Motorcycle Safety (DMV)	\$423,108	\$414,102
Voter Registration Fees (Secretary of State)	\$127,821	\$199,746
DMV/DNR Non-game Wildlife Fund (1 year)	\$129,413	\$192,885
DMV/DNR Non-game Wildlife Fund (2 year)	\$146,854	\$201,981
Ad Valorem	\$17,018,929	\$13,238,964
Environmental Cleanup	\$2,672,981	\$2,810,443
Dealer Recovery Fund	\$31,500	\$39,030
State Police Lab	\$511	N/A
Veteran's Asst. Fund	\$1,184	N/A
Prior Year Expiring Funds	\$0	\$0
Total Revenue	\$405,651,873	\$335,357,016



The first regional office of the DMV opened its doors in Winfield in 1975 and over the last 43 years, the number of full service regional offices available to the public has grown to 24. In addition to the

Across the state the DMV regional offices process the majority of all customer transactions.

to handle general customer inquiries and process DMV transactions on behalf of the agency.

regional offices, there is one testing site that is open to the public providing 25 total locations staffed

Regional Office Operation Totals

	2018	2017
Dealer Revenue Collected	\$50,813,018	\$62,635,909
Titles Instant Printed	99,914	109,446
Titles Processed	328,623	570,373
Operator Renewals	531,152	495,319
Vehicle Renewals	335,557	415,741
Class E (knowledge)	77,079	N/A
CDL Exams (knowledge)	16,467	29,146

Examples of what the regional offices do include:

- Conducts all driver, commercial driver, and motorcycle knowledge examinations.
- Conducts all driver and motorcycle skills examinations.
- Provides information and DMV publications and forms.
- Determines eligibility of all WV license and ID card applicants, ensuring compliance with the REAL ID Act of 2005.
- Verifies school enrollment forms provided for all Graduated Driver's License (GDL) transactions.
- Confirms legal and valid driver's license status via the Problem Driver Point System (PDPS).
- Processes driver's license card issuances, duplicates, and renewals.
- Transfers new resident title work, registration, and driver's licenses.
- Processes ID card issuances, duplicates, and renewals for adults and children.
- Processes state employee ID cards.
- Issues mobility impaired parking placards and license plates.
- Verifies liens and encumbrances.
- Verifies insurance coverage and payment of personal property taxes in conjunction with vehicle registration renewals.
- Assists customers in electronic voter registration.
- Collects fees for the West Virginia Road Fund and other state agency programs.
- Distributes information on alcohol awareness, motorcycle safety, ATV safety, child passenger safety, and the Governor's Highway Safety Program.
- Host sites for administrative hearings.

Regional Office Totals & Revenues

Location	Transactions	Revenue
Beckley	75,292	\$5,434,861
Charles Town	106,038	\$8,550,172
Clarksburg	93,567	\$7,711,766
Elkins	68,839	\$6,481,828
Fairmont (Test Site)	22,964	\$358,909
Flatwoods	39,565	\$2,969,585
Franklin	20,734	\$3,078,946
Huntington	104,344	\$13,670,515
Kanawha City	139,444	\$7,325,139
Lewisburg	46,473	\$4,086,200
Logan	52,980	\$4,310,045
Martinsburg	115,188	\$10,933,527
Moorefield	41,330	\$2,691,802
Morgantown	121,674	\$13,209,824
Moundsville	75,590	\$9,581,466
Parkersburg	108,646	\$15,438,890
Point Pleasant	37,199	\$4,563,226
Princeton	77,698	\$7,332,069
Romney	53,230	\$4,586,995
Spencer	31,396	\$2,418,564
Summersville	63,385	\$10,425,175
Weirton	52,894	\$6,237,228
Welch	28,817	\$1,455,117
Williamson	28,897	\$3,464,813
Winfield	119,966	\$12,452,203
Total	1,726,150	\$168,768,863

Vehicle Services

Michael Maggard, Director

The Vehicle Services section is composed of three units within DMV that are connected by the requirement to title and register vehicles in West Virginia. The units are as follows: Titles & Registrations, Dealer Services and Motor Carrier Services.

Titles & Registrations

The Titles and Registrations unit processes registrations and titles for all vehicles (including motorboats) and issues special license plates. Technological innovation has enabled the unit to process all title work promptly upon receipt, track all title work in progress, and provide comprehensive information to customers who call in with questions.

This unit has been aggressive in implementing federal mandates that require increased scrutiny of odometer statements and the use of special tamper-resistant forms for many title transactions.

This unit also handles all customer requests through DMV online services for duplicate titles, decals, and license plates as well as registration renewals.

Dealer/Leasing Services

The Dealer Services unit issues motor vehicle dealer licenses and license service operation permits. They also inspect reconstructed vehicles, oversee temporary registration plate issuances by dealers and license services, conduct inspections and investigations of licensed dealers and license services annually and issue salesperson licenses.

Title & Registration Transactions

	2018	2017
Titles Processed	731,710	807,166
Title File Scans	765,846	648,542
License Plate Transfers	176,722	183,311
License Plate Exchanges	449	550
Duplicate Plate Issues	7,811	8,797
Duplicate Decal Issues	8,223	9,156
Lien Recordings	287,877	299,186

Registrations by Class

	Class	2018	2017
Α	Passenger	1,362,629	1,376,643
B	Trucks	52,883	42,166
С	Trailers & Semis	265,845	301,704
G	Motorcycles	44,848	50,755
Н	Buses	226	199
J	Taxicabs	123	107
Μ	Special Mobile Equip.	659	583
Р	Government	41,125	40,203
R	Camping Trailers	33,698	29,419
T	Boat Trailers	87,127	89,207
V	Antique Vehicles	38,610	26,490
X	Farm Vehicles	3,746	2,738

West Virginia assesses leased vehicle taxes according to the value of a vehicle's lease, rather than the value of the vehicle itself. The DMV accordingly allows a special process for titling leased vehicles.

Annual revenues under this program have increased from \$854,000 to \$9,007,031 since FY 1995.

Vehicle Registrations by County

County	2018	2017	County	2018	2017
Barbour	16,301	15,969	Mineral	33,367	32,610
Berkeley	120,047	115,613	Mingo	23,710	23,632
Boone	20,231	20,577	Monongalia	75,778	75,257
Braxton	15,713	15,437	Monroe	16,443	16,044
Brooke	18,976	19,105	Morgan	21,118	20,262
Cabell	83,283	83,527	Nicholas	31,642	30,797
Calhoun	8,120	8,032	Ohio	39,893	40,042
Clay	9,193	9,406	Pendleton	10,861	10,620
Doddridge	5,941	5,732	Pleasants	7,666	7,562
Fayette	44,379	44,012	Pocahontas	11,594	11,294
Gilmer	7,053	7,059	Preston	37,438	36,886
Grant	16,005	15,836	Putnam	56,366	55,316
Greenbrier	41,528	40,600	Raleigh	71,028	69,997
Hampshire	29,934	29,392	Randolph	31,242	30,703
Hancock	29,469	29,725	Ritchie	13,275	12,967
Hardy	18,357	18,100	Roane	15,558	15,397
Harrison	74,996	73,749	Summers	11,715	11,304
Jackson	33,772	33,436	Taylor	14,976	15,314
Jefferson	63,458	61,439	Tucker	8,045	7,898
Kanawha	180,851	180,564	Tyler	9,403	9,156
Lewis	22,269	22,236	Upshur	32,470	32,481
Lincoln	19,418	19,579	Wayne	29,507	29,120
Logan	29,040	28,963	Webster	10,006	9,880
Marion	59,131	58,668	Wetzel	19,844	19,725
Marshall	26,898	26,661	Wirt	7,006	6,791
Mason	26,400	26,128	Wood	86,830	85,859
McDowell	17,612	17,639	Wyoming	20,878	20,437
Mercer	58,469	58,483	Out-of-State	47,162	44,460
				1 901 445	1 947 479

1,891,665 1,867,478

Special & Organizational Plates

Plate Style	2018	2017
Amateur Radio	935	870
Antique	19,928	17,982
Breast Cancer Awareness	1,790	1,452
Certified Firefighter	136	126
Character Education	58	45
Disabled Veteran	5,409	5,078
DNR Wildlife (Bird)	6,899	7,166
DNR Wildlife (Deer)	12,683	10,080
Donate Life	297	241
Educator	664	622
EMS	2,029	814
Firefighter	878	915
Former Legislator	68	66
Governor's Numbers	973	923
Legislative	151	143
Medal of Honor	1	1
Military Organizations	8,491	7,242
Mobility Impaired	6,128	5,057
NASCAR	1,062	1,294
National Guard	654	646
Patriotic	6,529	5,625
Pearl Harbor Survivor	7	8
Personalized	39,272	40,678
Prisoner of War	63	59
Purple Heart	1,971	1,996
Silver-Haired Legislature	4	3
Special Organizations	4,572	6,731
Veteran	12,342	12,839
Volunteer Firefighter	2,032	1,647
Whitewater Rafting	900	666
Wounded Law Enforcement	36	33
4H/FFA	229	191
9-11 Commemorative	4,514	4,818

Vehicle Dealer Oversight

	2018	2017		2018	
Dealers Licenses	1,445	1,459	Temporary Plates Issued to Motorcycles	1,788	
Dealer Pre-Application Inspections	181	176	Temporary Plates Issued to Dealers	98,590	
Dealer Applicant Investigations	322	101	Temporary Plates Issued to License Services	11,535	
Dealer Compliance Investigations	3,211	3,506	Temporary Plates Issued to	285	
Unlicensed Dealer Investigations	113	149	Auto Auctions	¢0.007.021	
Reconstructed Vehicle	(4.450	Revenue Leased Vehicles	\$9,007,031	
Inspections	4,027	4,419	Rental Taxes Collected	\$1,679,965	
Total Temporary Plates Issued	112,198	99,305			

Motorboat Registrations by County

County	Fee Paying	Non-Fee Paying	Gov.	Total	County	Fee Paying	Non-Fee Paying	Gov.	Total
Barbour	330	96	1	427	Mingo	772	137	3	912
Berkeley	1,984	343	3	2,330	Monongalia	1,841	186	16	2,043
Boone	661	56	0	717	Monroe	323	55	1	379
Braxton	618	86	1	705	Morgan	462	133	0	595
Brooke	385	71	1	457	Nicholas	1,119	155	1	1,275
Cabell	1,753	112	5	1,870	Ohio	654	137	0	791
Calhoun	199	50	0	249	Pendleton	81	93	1	175
Clay	303	78	1	382	Pleasants	269	63	3	335
Doddridge	144	44	0	188	Pocahontas	169	70	1	240
Fayette	1,388	103	2	1,493	Preston	629	103	1	733
Gilmer	119	23	0	142	Putnam	1,611	166	1	1,778
Grant	263	94	1	358	Raleigh	1,899	134	2	2,035
Greenbrier	658	285	8	951	Randolph	475	163	0	638
Hampshire	482	247	0	729	Ritchie	335	156	2	493
Hancock	539	72	3	614	Roane	463	181	2	646
Hardy	280	232	0	512	Summers	368	27	2	397
Harrison	1,628	327	2	1,957	Taylor	591	58	1	650
Jackson	980	168	1	1,149	Tucker	115	34	0	149
Jefferson	922	134	2	1,058	Tyler	291	108	0	399
Kanawha	4,588	476	209	5,273	Upshur	692	99	3	794
Lewis	750	77	7	834	Wayne	1,104	48	3	1,155
Lincoln	714	67	2	783	Webster	277	43	0	320
Logan	910	118	1	1,029	Wetzel	483	139	3	625
Marion	1,442	239	4	1,685	Wirt	202	72	0	274
Marshall	626	199	1	826	Wood	2,167	498	13	2,678
Mason	726	159	1	886	Wyoming	925	81	0	1,006
McDowell	402	76	0	478	Out-of-State	79	7	0	86
Mercer	1,562	146	0	1,708					
Mineral	570	232	0	802	TOTALS	44,322	7,556	315	52,193

Motor Carrier Services

This unit of the DMV Vehicle Services section oversees credential issuance to and revenue collection from the commercial trucking industry. The Motor Carrier Services section administers West Virginia's participation in two, multi-jurisdictional, revenue and credential reciprocity compacts:

1) International Registration Plan (IRP): IRP regulates commercial vehicle registration.

2) International Fuel Tax Agreement (IFTA): IFTA administers credentialing for commercial fuel taxes.

The two compacts spearhead a technology-driven effort to simplify legal compliance procedures for the trucking industry and bring maximum economic efficiency to interstate and US-Canadian commerce.

Registered Dealer Key Dealer Types

D	New & used vehicles, not including motorcycles
DTR	Trailers, semi-trailers, and/or house trailers
DUC	Used vehicles, not including motorcycles
F	New & used motorcycles
MFG	Reconstructors, assemblers, and/or reassemblers of vehicles with special bodies
TRS	Transporters of vehicles to and/or from plants and agents of a manufacturer of purchaser
REP	Financial institutions authorized to repossess vehicles
DRV	Recreational vehicle dealers
AA	Auctioneers
WDR	Dealers in used parts, wreckers, and dismantlers of vehicles for resale of parts

Registered Dealers & Types

County	AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	Total	County	AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	Total
Barbour	0	1	0	0	6	0	0	0	0	1	8	Mineral	0	3	2	4	11	1	0	0	0	2	23
Berkeley	1	4	6	8	85	4	0	2	0	6	116	Mingo	0	2	3	1	3	1	0	0	0	1	11
Boone	0	2	1	0	5	1	0	1	0	0	10	Monongalia	0	11	4	5	37	5	0	1	0	5	68
Braxton	0	2	3	3	5	1	0	0	0	1	15	Monroe	0	0	1	3	4	1	0	0	0	0	9
Brooke	0	1	1	0	6	2	0	0	0	4	14	Morgan	0	1	1	2	6	1	0	1	0	1	13
Cabell	0	9	6	3	37	4	0	4	0	9	72	Nicholas	0	3	1	3	11	0	0	0	0	2	20
Calhoun	0	0	0	0	2	0	0	1	0	0	3	Ohio	0	11	5	6	18	2	0	0	0	2	44
Clay	0	0	0	0	3	0	0	0	0	0	3	Pendleton	0	0	0	0	0	0	0	0	0	0	0
Doddridge	0	0	1	1	1	0	0	1	0	0	4	Pleasants	0	1	2	3	5	0	0	0	0	0	11
Fayette	0	1	2	0	19	0	0	2	0	1	25	Pocahontas	0	1	1	0	2	0	0	0	0	1	5
Gilmer	0	0	0	0	2	0	0	0	0	0	2	Preston	1	2	1	1	18	1	0	0	0	1	25
Grant	0	0	1	1	7	1	0	1	0	0	11	Putnam	1	4	3	5	10	1	2	0	2	1	29
Greenbrier	0	4	2	1	18	2	0	0	0	5	32	Raleigh	1	9	10	10	39	5	1	0	0	2	77
Hampshire	0	1	4	3	13	2	0	2	0	0	25	Randolph	0	5	2	7	17	2	0	3	0	1	37
Hancock	0	1	0	0	8	0	0	0	0	2	11	Ritchie	0	0	0	2	6	1	2	0	0	1	12
Hardy	0	3	1	1	5	1	0	2	0	0	13	Roane	0	1	0	0	3	1	0	0	0	0	5
Harrison	1	9	6	6	51	8	0	0	0	4	85	Summers	0	0	0	0	2	0	0	0	0	0	2
Jackson	0	1	3	5	19	1	1	2	0	1	33	Taylor	0	1	0	0	6	0	0	0	1	3	11
Jefferson	0	2	1	3	13	1	0	0	0	1	21	Tucker	0	0	0	0	2	0	0	0	0	1	3
Kanawha	2	16	14	17	62	8	0	8	1	8	136	Tyler	0	2	0	0	1	0	0	2	0	0	5
Lewis	0	4	3	1	8	0	0	1	0	2	19	Upshur	1	2	1	2	14	1	0	0	1	2	24
Lincoln	0	0	0	0	6	0	0	0	0	4	10	Wayne	0	2	5	1	11	0	0	0	0	4	23
Logan	0	3	2	2	9	2	0	1	0	0	19	Webster	0	0	0	1	3	0	0	0	0	0	4
Marion	0	6	6	7	37	2	0	1	0	4	63	Wetzel	0	1	3	2	5	1	0	0	0	0	12
Marshall	0	4	2	1	11	0	0	1	0	4	23	Wirt	0	0	0	0	3	0	0	0	0	0	3
Mason	0	0	0	1	4	0	0	0	0	1	6	Wood	0	10	16	10	43	8	3	5	0	11	106
McDowell	0	0	0	0	7	0	0	1	0	0	8	Wyoming	0	0	1	1	1	0	0	0	0	1	4
Mercer	0	7	8	6	38	4	0	1	0	6	70	TOTALS	10	154	138	137	773	79	9	46	3	110	1,459

IRP and IFTA enable United States and Canadian commercial motor carriers to operate throughout most of North America with tax and registration credentials issued by their home jurisdiction. The compacts require all vehicles of more than 26,000 pounds gross vehicle weight (GVW) and having three (3) or more axles to register their vehicles and pays their fees in their home jurisdictions. Ten Canadian provinces and all of the states of the continental United States recognize IRP credentials. IFTA credentials are valid for travel in all of Canada and the continental United States.

This unit also utilizes the Commercial Vehicle Information Systems Network (CVISN) and other Intelligent Transportation Systems/Commercial Vehicle Operations (ITS/CVO) initiatives directed by the Federal Motor Carrier Safety Administration (FMCSA). CVISN and ITS/CVO initiatives are focused on streamlining government regulatory processes by consolidation of functions and electronic data exchanges.

Other Motor Carrier Operations

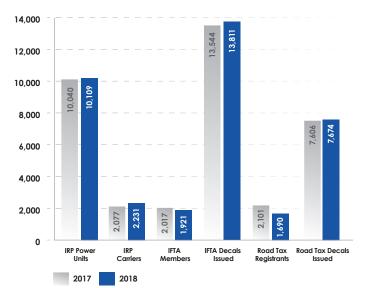
- Collection of apportioned ad valorem fees for West Virginia counties
- Advice and training for law enforcement personnel and others concerning policies, regulations, and statutes pertaining to commercial vehicles
- Processing and issuance of fuel tax decals for intrastate motor carriers

Motor Carrier Goals & Objectives

- Continue to introduce new motor carriers to electronic credentialing and self-credentialing
- Streamline administration of motor carrier credentialing and taxation
- Reduce administrative paperwork and enhance compliance with motor carrier regulations through technology
- Continue the PRISM program to improve the safety performance of high-risk carriers

Motor Carrier Totals

IRP, IFTA, and Road Tax



Commercial Driver's License Holders	2018	2017
	46,221	44,376

IRP Revenue

	2018	2017
Collected from WV Based Carriers	\$42,518,651	\$38,682,599
Collected from Other States	\$32,055,594	\$26,199,610
Paid to Other States	\$5,203,408	\$5,378,676
Ad Valorem	\$16,924,445	\$13,597,299



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